

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**  
( Not for submission under 37 CFR 1.99)

Application Number	10741650
Filing Date	2003-12-19
First Named Inventor	Raymond Whitman, Jr.
Art Unit	2661
Examiner Name	Unknown
Attorney Docket Number	190250-1680

U.S.PATENTS						<input type="button" value="Remove"/>
Examiner Initial*	Cite No	Patent Number	Kind Code <sup>1</sup>	Issue Date	Name of Patentee or Applicant of cited Document	Pages, Columns, Lines where Relevant Passages or Relevant Figures Appear
	1	5185780		1993-02-09	Leggett	
	2	5872938		1999-02-16	Williams	
	3	5903641		1999-05-11	Tonisson	
	4	5963635		1999-10-05	Szlam, et al.	
	5	6490252		2002-12-03	Riggan, et al.	
	6	6493446		2002-12-10	Cherry	
	7	6584191		2003-06-24	McPartlan, et al.	
	8	6639982		2003-10-28	Stuart, et al.	

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**  
( Not for submission under 37 CFR 1.99)

Application Number	10741650
Filing Date	2003-12-19
First Named Inventor	Raymond Whitman, Jr.
Art Unit	2661
Examiner Name	Unknown
Attorney Docket Number	190250-1680

9	6775378	2004-08-10	Villena, et al.
10	6842515	2005-01-11	Mengshoel, et al.
11	6865266	2005-03-08	Pershan
12	7023979	2006-04-04	Wu, et al.
13	7103562	2006-09-05	Kosiba, et al.
14	6044355	2000-03-28	Crockett, et al.

If you wish to add additional U.S. Patent citation information please click the Add button.

**U.S. PATENT APPLICATION PUBLICATIONS**

Examiner Initial*	Cite No	Publication Number	Kind Code <sup>1</sup>	Publication Date	Name of Patentee or Applicant of cited Document	Pages, Columns, Lines where Relevant Passages or Relevant Figures Appear
	1	20010034637		2001-10-25	Lin, Long-Ji; et al.	
	2	20010043586		2001-11-22	MIOSLAVSKY, ALEC	
	3	20020041673		2002-04-11	Berrondo, Vincent; et al.	

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**  
( Not for submission under 37 CFR 1.99)

Application Number	10741650
Filing Date	2003-12-19
First Named Inventor	Raymond Whitman, Jr.
Art Unit	2661
Examiner Name	Unknown
Attorney Docket Number	190250-1680

4	20020143599	2002-10-03	Nourbakhsh, Iliah; et al.	
5	20020157043	2002-10-24	Hite, Cheryl; et al.	
6	20030095652	2003-05-22	Mengshoel, Ole J.; et al.	
7	20030231595	2003-12-18	Zino, Galeal; et al.	
8	20040062231	2004-04-01	Wyatt, Joshua David	
9	20040128379	2004-07-01	Mizell, Jerry; et al.	
10	20040138944	2004-07-15	Whitacre, Cindy; et al.	
11	20040165531	2004-08-26	Brady, James F.	
12	20040165716	2004-08-26	Galvin, Brian R.	
13	20040168100	2004-08-26	Thottan, Marina K.; et al.	
14	20050007955	2005-01-13	Schrodi, Karl	

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**  
( Not for submission under 37 CFR 1.99)

Application Number	10741650
Filing Date	2003-12-19
First Named Inventor	Raymond Whitman, Jr.
Art Unit	2661
Examiner Name	Unknown
Attorney Docket Number	190250-1680

15	20050013287	2005-01-20	Wallentin, Pontus; et al.	
16	20050043986	2005-02-24	McConnell, Matthew G.A.; et al.	
17	20050071211	2005-03-31	Flockhart, Andrew D.; et al.	
18	20050131748	2005-06-16	Parker, Jane Smith	
19	20050135600	2005-06-23	Whitman, Raymond JR.	
20	20050135601	2005-06-23	Whitman, Raymond JR.	
21	20050137893	2005-06-23	Whitman, Raymond JR.	
22	20050138167	2005-06-23	Whitman, Raymond JR.	
23	20050160142	2005-07-21	Whitman, Raymond JR.	
24	20050175971	2005-08-11	McIlwaine, John C. C.; et al.	
25	20060120282	2006-06-08	Carlson, William S.; et al.	

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**  
( Not for submission under 37 CFR 1.99)

Application Number	10741650
Filing Date	2003-12-19
First Named Inventor	Raymond Whitman, Jr.
Art Unit	2661
Examiner Name	Unknown
Attorney Docket Number	190250-1680

If you wish to add additional U.S. Published Application citation information please click the Add button

**FOREIGN PATENT DOCUMENTS**

Examiner Initial*	Cite No	Foreign Document Number <sup>3</sup>	Country Code <sup>2</sup> <sup>j</sup>	Kind Code <sup>4</sup>	Publication Date	Name of Patentee or Applicant of cited Document	Pages, Columns, Lines where Relevant Passages or Relevant Figures Appear	T <sup>5</sup>
	1							<input type="checkbox"/>

If you wish to add additional Foreign Patent Document citation information please click the Add button

**NON-PATENT LITERATURE DOCUMENTS**

Examiner Initials*	Cite No	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc), date, pages(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>5</sup>
	1	VIJAY MEHROTRA and JASON FAMA; entitled "Call Center Simulation Modeling: Methods, Challenges and Opportunities"; 2003 Winter Simulation Conference; 9 pages	<input type="checkbox"/>
	2	ROGER KLUNGLE; entitled "Simulation of a Claims Call Center: A Success and a Failure"; 1999 Winter Simulation Conference; 6 pages	<input type="checkbox"/>
	3	VIVEK BAPAT and EDDIE B. PRUITTE, JR.; entitled "Using Simulation in Call Centers"; 1998 Winter Simulation Conference; 5 pages	<input type="checkbox"/>
	4	RAYMOND WHITMAN JR.; Non-Final Rejection, mailed 07/06/2007, for serial no. 10/740,874, filed 12/19/2003 (NOTE: Copy not provided as part of PTO records)	<input type="checkbox"/>
	5	RAYMOND WHITMAN JR.; Non-Final Rejection; mailed 10/10/2006, for serial no. 10/740,873, filed 12/19/2003 (NOTE: Copy not provided as part of PTO records)	<input type="checkbox"/>
	6	RAYMOND WHITMAN JR.; Final Rejection; mailed 04/11/2007, for serial no. 10/740,873, filed 12/19/2003 (NOTE: Copy not provided as part of PTO records)	<input type="checkbox"/>

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**  
( Not for submission under 37 CFR 1.99)

Application Number	10741650
Filing Date	2003-12-19
First Named Inventor	Raymond Whitman, Jr.
Art Unit	2661
Examiner Name	Unknown
Attorney Docket Number	190250-1680

7	RAYMOND WHITMAN JR.; Non-Final Rejection; mailed 01/16/2007, for serial no. 10/741,612, filed 12/19/2003 (NOTE: Copy not provided as part of PTO records)	<input type="checkbox"/>
8	RAYMOND WHITMAN JR.; Final Rejection; mailed 07/06/2007, for serial no. 10/741,612, filed 12/19/2003 (NOTE: Copy not provided as part of PTO records)	<input type="checkbox"/>
9	RAYMOND WHITMAN JR.; Non-Final Rejection; mailed 09/11/2006, for serial no. 10/741,738, filed 12/19/2003 (NOTE: Copy not provided as part of PTO records)	<input type="checkbox"/>
10	RAYMOND WHITMAN JR.; Non-Final Rejection; mailed 03/12/2007, for serial no. 10/741,738, filed 12/19/2003 (NOTE: Copy not provided as part of PTO records)	<input type="checkbox"/>
11	RAYMOND WHITMAN JR.; Non-Final Rejection; mailed 07/24/2007, for serial no. 10/741,738, filed 12/19/2003 (NOTE: Copy not provided as part of PTO records)	<input type="checkbox"/>
12	RAYMOND WHITMAN JR.; Non-Final Rejection; mailed 08/03/2005, for serial no. 10/741,643, filed 12/19/2003 (NOTE: Copy not provided as part of PTO records)	<input type="checkbox"/>
13	RAYMOND WHITMAN JR.; Final Rejection; mailed 01/25/2006, for serial no. 10/741,643, filed 12/19/2003 (NOTE: Copy not provided as part of PTO records)	<input type="checkbox"/>
14	RAYMOND WHITMAN JR.; Non-Final Rejection; mailed 08/02/2006, for serial no. 10/741,643, filed 12/19/2003 (NOTE: Copy not provided as part of PTO records)	<input type="checkbox"/>
15	RAYMOND WHITMAN JR.; Final Rejection; mailed 02/06/2007, for serial no. 10/741,643, filed 12/19/2003 (NOTE: Copy not provided as part of PTO records)	<input type="checkbox"/>
16	RAYMOND WHITMAN JR.; Pre-Brief Appeal Conference decision; mailed 07/18/2007, for serial no. 10/741,643, filed 12/19/2003 (NOTE: Copy not provided as part of PTO records)	<input type="checkbox"/>

If you wish to add additional non-patent literature document citation information please click the Add button

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**  
( Not for submission under 37 CFR 1.99)

Application Number	10741650
Filing Date	2003-12-19
First Named Inventor	Raymond Whitman, Jr.
Art Unit	2661
Examiner Name	Unknown
Attorney Docket Number	190250-1680

**EXAMINER SIGNATURE**

Examiner Signature	/Creighton Smith/	Date Considered	03/24/2009
--------------------	-------------------	-----------------	------------

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through a citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> See Kind Codes of USPTO Patent Documents at [www.USPTO.GOV](http://www.USPTO.GOV) or MPEP 901.04. <sup>2</sup> Enter office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>3</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>4</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. <sup>5</sup> Applicant is to place a check mark here if English language translation is attached.

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**  
( Not for submission under 37 CFR 1.99)

Application Number	10741650
Filing Date	2003-12-19
First Named Inventor	Raymond Whitman, Jr.
Art Unit	2661
Examiner Name	Unknown
Attorney Docket Number	190250-1680

**CERTIFICATION STATEMENT**

Please see 37 CFR 1.97 and 1.98 to make the appropriate selection(s):

That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(1).

**OR**

That no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(2).

See attached certification statement.  
 Fee set forth in 37 CFR 1.17 (p) has been submitted herewith.  
 None

**SIGNATURE**

A signature of the applicant or representative is required in accordance with CFR 1.33, 10.18. Please see CFR 1.4(d) for the form of the signature.

Signature	/Karen G. Hazzah/	Date (YYYY-MM-DD)	2007-09-18
Name/Print	Karen G. Hazzah	Registration Number	48472

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1 hour to complete, including gathering, preparing and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

## Privacy Act Statement

The Privacy Act of 1974 (P.L. 93-579) requires that you be given certain information in connection with your submission of the attached form related to a patent application or patent. Accordingly, pursuant to the requirements of the Act, please be advised that: (1) the general authority for the collection of this information is 35 U.S.C. 2(b)(2); (2) furnishing of the information solicited is voluntary; and (3) the principal purpose for which the information is used by the U.S. Patent and Trademark Office is to process and/or examine your submission related to a patent application or patent. If you do not furnish the requested information, the U.S. Patent and Trademark Office may not be able to process and/or examine your submission, which may result in termination of proceedings or abandonment of the application or expiration of the patent.

The information provided by you in this form will be subject to the following routine uses:

1. The information on this form will be treated confidentially to the extent allowed under the Freedom of Information Act (5 U.S.C. 552) and the Privacy Act (5 U.S.C. 552a). Records from this system of records may be disclosed to the Department of Justice to determine whether the Freedom of Information Act requires disclosure of these record s.
2. A record from this system of records may be disclosed, as a routine use, in the course of presenting evidence to a court, magistrate, or administrative tribunal, including disclosures to opposing counsel in the course of settlement negotiations.
3. A record in this system of records may be disclosed, as a routine use, to a Member of Congress submitting a request involving an individual, to whom the record pertains, when the individual has requested assistance from the Member with respect to the subject matter of the record.
4. A record in this system of records may be disclosed, as a routine use, to a contractor of the Agency having need for the information in order to perform a contract. Recipients of information shall be required to comply with the requirements of the Privacy Act of 1974, as amended, pursuant to 5 U.S.C. 552a(m).
5. A record related to an International Application filed under the Patent Cooperation Treaty in this system of records may be disclosed, as a routine use, to the International Bureau of the World Intellectual Property Organization, pursuant to the Patent Cooperation Treaty.
6. A record in this system of records may be disclosed, as a routine use, to another federal agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to the Atomic Energy Act (42 U.S.C. 218(c)).
7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (i.e., GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.
8. A record from this system of records may be disclosed, as a routine use, to the public after either publication of the application pursuant to 35 U.S.C. 122(b) or issuance of a patent pursuant to 35 U.S.C. 151. Further, a record may be disclosed, subject to the limitations of 37 CFR 1.14, as a routine use, to the public if the record was filed in an application which became abandoned or in which the proceedings were terminated and which application is referenced by either a published application, an application open to public inspections or an issued patent.
9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.